



MEMORANDUM

DATE: September 14, 2011

TO: The Honorable Mayor and
Council Members

FROM: Andrew H. Quigley
Interim Director
Tucson Water

SUBJECT: Process to Conduct Annual Review of Tucson Water (TW) Service Area Policy

In August 2010, the Mayor and Council formally adopted a Water Service Area Policy (Resolution 21602) establishing a water service boundary for TW. The resolution assigns TW and the Citizens' Water Advisory Committee (CWAC) with responsibility to review the policy annually in June in conjunction with the Water Checkbook and to recommend any appropriate modifications to the Mayor and Council (Sec 1.I).

On August 9, 2011, the Mayor and Council amended the Water Service policy to extend the water assurance letter from one to two years. This change was made possible by the greater certainty the water service area policy provides to TW in conducting long range water planning and was approved by the CWAC in June. ([Mayor and Council Communication 8/9/11](#); [Resolution No. 21753 8/9/11](#))

Also at the August meeting, Mayor and Council requested staff provide information on the review process for applicants who are denied water service. Applicants may choose to appeal their denial to an Administrative Review Committee which consists of a representative of the City Manager's office, the City Attorney and the Director of Housing and Community Development. The Committee was established in 2009 when the interim policy was put in place. The Committee's role is to decide whether TW made the correct determination in implementing the policy. The Committee does not have the authority to grant exceptions to the policy. Resolution 21602 includes a provision that the Mayor and Council may authorize exceptions to the policy when provided a clear and substantial benefit to the region. The attached list outlines the list of cases reviewed to date and the outcome. Note that during the past year, TW approved 142 applications for water service.

As noted by the Mayor and Council on August 9th, process transparency and obtaining input by all stakeholders is critical in consideration of making refinements to the policy. At the September CWAC meeting, the committee reaffirmed the Water Service Policy and discussed the upcoming process to review the policy. The attached chart outlines the schedule to solicit input and bring recommendations forward to the Mayor and Council. CWAC's Technical Planning and Policy subcommittee is where the work will be undertaken. City staff will work closely with the subcommittee to provide a variety of opportunities for stakeholders to provide comment.

I will be scheduling meetings with each of you to discuss this matter further. In the meantime, please contact me if you have any questions.

AHQ/JO/lr

Attachment 1: Water Service Review Applicants

Attachment 2: Work Plan

cc: Richard Miranda, Interim City Manager

Albert Elias, Director of Housing & Community Services

Mike Rankin, City Attorney

Nicole Ewing-Gavin, Assistant to the City Manager